

Awaab's Law SLA Clock & Hazard Tracker

Track every hazard from the moment it is reported. IMPORTANT: Awaab's Law is statutory for SOCIAL landlords only (from 27 October 2025). Its extension to the private rented sector under the Renters Rights Act 2025 is NOT yet in force - the regulations have not been made. For a private landlord these are best-practice deadlines, not legal ones, but the evidence trail they produce is what defends a disrepair claim or an Ombudsman complaint.

The social-housing standard, for reference: an EMERGENCY hazard must be investigated and made safe within 24 hours. For significant damp and mould, investigate within 10 WORKING days, give the tenant a written summary of findings within 3 working days of the investigation concluding, and make the property safe within 5 working days of the investigation concluding. Both downstream clocks run from the investigation, not from each other.

SLA matrix

Hazard	Initial action	Assessment	Remediation	Notes
Loss of heating / hot water (winter)	Same day	24 hours	24 hours	Emergency: investigate AND make safe
Damp & mould (significant)	Log on report	10 working days	5 working days after investigation	Written summary within 3 working days
Cat 1 HHSRS hazard	Log on report	10 working days	5 working days after investigation	Local authority can serve notice
Total electrical loss	Same day	24 hours	24 hours	Emergency: EICR check post-fix
Roof leak (active)	1 working day	5 days	14 days	Interim cover (tarp)
Boiler intermittent fault	5 working days	5 days	14 days	Service log evidence
Pest infestation (rats)	5 working days	7 days	21 days	PCR contractor + repeat visit

Per-hazard tracker (print and pin)

Property	Hazard	Reported	Inspected	Quoted	Fixed	Closed

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Evidence chain (the gold-standard pattern)

- Tenant report: timestamped message (portal / WhatsApp / email) - never a phone call without a follow-up email.
- Acknowledgement: reply within 24 hours confirming receipt, expected next step and timing.
- Inspection: dated photos of hazard from 3 angles + brief written assessment.
- Quote: contractor invoice or quote confirming work scope and cost.
- Fix: dated post-work photos showing the same 3 angles + signed contractor sign-off.
- Tenant confirmation: brief message asking the tenant to confirm the issue is resolved.

Tenant-facing status template

Hi [tenant first name], Thanks for reporting [hazard description] at [property] on [date]. Here is what is happening and when: [Date]: I have arranged for [contractor / inspection] to attend on [date] between [time window]. [Date]: Once I have the assessment / quote, I will confirm the fix date - target date is [SLA date]. [Date]: After the work is complete, please confirm the issue is resolved by reply. I will keep you updated. If you need to contact me about this issue urgently call [phone number]. Thanks, [Landlord name]

Pre-built Ombudsman defence pack

- Tenant report timestamp (screenshot from portal / WhatsApp).
- Landlord acknowledgement timestamp (sent within 24 hours).
- Inspection date + photos + written assessment.
- Contractor quote / invoice with date of attendance.
- Post-work photos same angles + sign-off.
- Tenant confirmation of resolution.